

Tennessee Valley Region CQI Program Regional Structure

Regional Description

The Tennessee Valley is comprised of the former Southeast and Hamilton County regions. It makes up the southeast geographic area in the state. There are 11 counties that make up the Tennessee Valley, Bledsoe, Bradley, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea and Sequatchie. The total population of the region is 658,059 (Data Source: 2010 US Census Bureau).

The Regional Office is located in Chattanooga, which is the home of the famous Chattanooga Choo Choo. Other area tourist interest includes Ruby Falls, The Incline and Rock City. Chattanooga is also famous for the Moon Pie. The Tennessee Valley includes the beautiful Sewanee University in Franklin County, the Volkswagen production factory in Hamilton County, the Ocoee River in Bradley County site of the 1996 Olympic Whitewater Rafting Event and the Mayfield Dairy Farm in McMinn County.

The Tennessee Valley is comprised of 289 employees stationed in various offices throughout the region. There are a total of 35 Team Leaders, 5 Team Coordinators, a Deputy Regional Administrator and Regional Administrator. The Quality Practice Teams and Circles are the core of the CQI process. These teams work on developing practice improvement goals around their areas of expertise, review referrals from field staff and provide feedback and guidance around those issues.

Leadership CQI Workgroup(s)

The Core Leadership team is comprised of the Regional Administrator, Deputy Regional Administrator and Team Coordinators. They meet on a monthly basis to share information and help develop strategic plans to implement best practice. They also look at referrals from the level one teams in the region when issues cannot be resolved within those teams.

The Quality Practice Team is comprised of the Regional Administrator, Deputy Regional Administrator all the Team Coordinators, training staff (2), the Program Coordinator over the Well-Being Unit, a Team Leader, the Independent Living Specialist, Data person and the CQI Coordinator. This team meets quarterly. The goal of this team is to improve casework and services to our families and staff. They review data and issues from the Quality Circles that are bumped up. The Circle facilitators reports to this team about the work being done by their Quality Circle Teams. Long-term view is the assigned Quality Service Indicator.

CQI Workgroups

Some of the Quality Circles have been assigned at least one Quality Service Review Indicator that pertains to their circle. Each circle will incorporate their assigned indicator into their regular meetings

Permanency Circle- Assigned Indicators: Family Connections and Engagement of Family and Children

Team members include a Team Coordinator, some social services Team Leaders and social services Family Service Workers from across the region. Their goal is to improve social services case practice by

reviewing recent data, discussing relevant trends, identifying problem issues, and proposing solutions to the issues. This team meets quarterly.

Safety Circle- Assigned Indicators: Engagement of Family and Children and Formal and Informal Supports

Team members include the CPS Team Coordinators and CPS Team Leaders from across the region. This team meets quarterly and looks at CPS data and issues pertaining to child safety.

Well-Being Circle- Assigned Indicator: On-Going Assessments

Team members include the Program Coordinator, the Health Care Advocates, the regional RN, Mental Health Practitioner, Ed Specialist, CANS Consultant and Independent Living Specialist. This team meets quarterly and looks at issues pertaining to health and educational concerns and reviews SIR's pertaining to medication errors. This team also addresses the process for identifying high risk youth for the CANS high risk review and identifies older youth with mental health issues to ensure SSI has been applied for and the youth referred to Diana Yelton.

Recruitment/Retention/Placement Circle- Team members include two Team Coordinators, 4 Team Leaders and a Foster Parent Advocate. This team is recruiting a former custody youth to their circle. Their goal is "ensuring that appropriate foster parents are identified for placement of children and working to ensure staff are providing a high level of support and services to foster parents to enable them to provide a high level of service to our children." This team meets quarterly.

JJ Circle- This team will start up in September 2013 and will be comprised of Juvenile Justice Team Coordinators, Team Leaders and Juvenile Justice Staff from across the region. This team will look at issues pertaining to Juvenile Justice cases for practice improvement.

Regional CQI Schedule

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Quality Practice Team	Quarterly	Elleni Dimopoulos, DRA	Mary Rivers
Permanency	Quarterly	Susan Jaquith, TC	Deborah Harvey
Safety	Quarterly	Jackie Jolly and Hope Tharp, TC's(co-chairs)	Jackie Jolly
Well-Being	Quarterly	Eileen Thompson, PC	Eileen Thompson
Recruitment/Retention/Placement	Quarterly	Diane Easterly, TC	Cheryl Paris
JJ	Quarterly	TBD	TBD